

Ashford Mental Health Action Group

Funded by



Meeting on Thursday 10th May, 2018, 11.30 to 1pm
At the One You Shop, Unit 7, Park Mall, Ashford TN24 8RY

ATTENDEE NAME	ORGANISATION & ROLE
Annie Jeffrey, Chair	Co-Chair Ashford MHAG
Sue Sargeant, Minutes	West Kent Mind
Carol Boorman	Ashford and Canterbury & Coastal CCG, Commissioning Support Mgr
Ben Knudson	Ashford and South Kent Coast Psychology Services, Clinical Lead
Lee Robinson	Ashford Volunteer Centre
Lindsey Kennett	Carers Support, Mental Health Co-ordinator
Eve de Gray Birch	Engaging Kent, Co-production facilitator
Sue Alder	Engaging Kent, MD
Steve Inett	Healthwatch Kent, CEO
Sam Wanstall	KCC, Primary Care Mental Health Social Work Service
Karen Warner	Live Well Kent
Amanda Godley	SpeakUp CIC Team Leader/Co-Chair Ashford MHAG

APOLOGIES	ORGANISATION
Xenia West	Maidstone & Mid Kent Mind
David Rains	Rethink Mental Illness
Scott Joiner	Shaw Trust Live Well Kent, Development & Network Manager
Byron Royal	SpeakUp CIC/Volunteer
Colin Dunn	SpeakUp CIC/Volunteer
JB	SpeakUp CIC service user

1. Welcome, Introductions & Apologies

The Chair welcomed the group and apologies were noted as above.

2. Secondary Care Psychological Services, Ben Knudson

There are 4 staff members covering the whole of Ashford and there has been a huge strain on the services with waiting times last summer up to 2½ years. The priority has been to reduce this wait time, which is currently down to 14 months, with people being under the care of the Community Mental Health Team (CMHT) in the meantime and receiving a package of support.

Measures taken:

- Supporting the wider team to offer a greater range of therapeutic packages available. There are now 2 steps groups, so provision has been doubled. These groups offer support for psychosis, wellbeing and recovery and depression and anxiety.
- Offering different evidence based therapies such as art, psycho dynamic, cognitive behavioural therapy (CBT) and 2 psychologists.
- Most of the groups are at Eureka Place or the Live It Well Centre.

Question: Are people needing the psychological therapies service long term service users or referred via iapt? There doesn't seem to be much continuity.

Response: Consistency is important for people's long term needs and this falls under the role of the care co-ordinator. There is fragmentation between crisis/acute and community recovery services. We are offering a dialectical behaviour therapy group for people moving between the services and looking at co-facilitation by acute and community services colleagues.

Someone under the psychological therapies service will see same therapist for up to a year. They may have longer term needs but not often for therapies. Short bursts of treatment are more effective and they can come back in.

Question: Is this is a new policy to move people on more quickly?

Response: The one year treatment time has been standard for the last few years and it has always been part of the NICE guidelines to move people on. Someone would not be discharged if they were in crisis. A shorter session model has been discussed but decided against.

Question: If someone referred to group counselling found it difficult to engage, what alternatives would be available for individual therapies if IAPT was also not suitable, given the long waiting times.

Response: We do understand that group work does not work for everybody. We encourage people to attend and the peer support is of benefit, but we would then offer individual therapy. Three quarters of the work in the psychological therapies service is individual therapy.

The Out of Area Treatment (OAT)s panel can assess any gaps in service, ie disassociative identity disorder can be referred to London. This is only for lack of expertise, not for difficulties for meeting demand. Self funding is an option if that is possible for clients. There are also some low cost therapy schemes available.

Question: 50% of the people being seen by Ashford Volunteer Centre have a mental need, what else is out there to keep someone ticking over?

Response: In the CMHT an assessment will take place within 4 to 6 weeks and will include a discussion around medication, housing, social needs with the multi disciplinary team or signposting to other services. Primary care IAPT talking therapies complement the secondary care service to offer a range of interventions including for Post Traumatic Stress Disorder (PTSD).

2. MHAG and Service User Forum Consultation, Sue Alder and Eve de Gray Birch

Sue explained the co-production process that Engaging Kent are conducting to explore how service user voice, and communication about services and changes, can be more effective. (Co-production is based on the sharing of information and on shared decision making between the service users and providers) The monies currently allocated by Kent County Council for the MHAGs, Service User Forums and peer support will remain the same but the co-production process will jointly define “what good should look like” and how best to deliver that. Engaging Kent also delivers Healthwatch, which is embedded in the Health and Social Care Act. Healthwatch is a good fit to help create a strong service user voice and has the authority to demand a response to questions raised about any service provided by the NHS. Healthwatch has already developed Kent-wide forums for older people and people with physical disabilities, and is also looking to develop a Foodbank forum. There are common issues across these groups, such as transport and loneliness and it is good to have a common voice.

So far they have:

- Talked to stakeholders to create a scoping report of their current views on the Service User Forums and MHAGs.
- Recruited Eve to facilitate the process

Next steps are to:

- 1) Bring together a small Co-Production Group to include representatives from the Clinical Commissioning Group (CCG), Kent County Council (KCC), grant recipient organisations and service user and carer representatives currently engaged and MHAGs, Service User Forums or peer support as well as those who are not engaged in any of these.
 - To co-create a Charter that will capture what values and principles are important to create a safe respectful and productive way of working together.
 - To be a sounding board for developing the practicalities and approach to be taken for each step of the co-production process

- To maintain oversight of the co-production process, reviewing responses/ findings/decisions made during the process and helping to shape each next step
- 2) Conduct a peer review of Service User Forums
- To support service users in visiting activities and service user forums in different areas to build a better understanding of what is happening across Kent
 - To be able to share the findings of the peer review at the workshop event in June to inform discussions
- 3) Talk to service users & carers who are not currently engaging with User Forums or MHAGS
- To build a better understanding of how people would like to be able to have their experiences of services heard
 - To be able to share this at the workshop event in June to inform discussions
- 4) To build some case studies of how Service User Voice has been raised via Service User Forums and / or MHAGS
- To be able to share these at the workshop event in June to inform discussions exploring success/ barriers in the current processes
- 5) To hold a Co-production Workshop Day on 18th June, Lenham Community Centre, Maidstone
- To bring all the stakeholders together to review feedback and information gathered to date and consider the emerging questions to inform the next steps of the process.
 - An invitation will be sent out with further details and a response will be needed so that numbers can be catered for.

Further information about the process, including the initial scoping report, has already been circulated to MHAG members and is also available at: <https://westkentmind.org.uk/mental-health-action-groups/mhag-ashford>

Comments:

- There has been a drop in providers attending this MHAG since the contracts have been reviewed.
- Lot of service users seem to be going to the co-production groups that Andy Oldfield is organising in Tesco.
- It can be difficult for serviced users to speak up and not let go of something they are upset about.
- The Chairs need supporting and can find conflicts of interest difficult to manage, especially if they are also supporting service users. Needs to be discussion around governance and term.

3. Minutes of last meeting – Approved without amendment

4. Action Points

a) From Ashford MHAG:

1. Update on the Live Well Kent website

At the April County MHAG, Liz Bailey advised that everything on the old Live It Well website was migrated to the Live Well Kent (LWK) and OneYou websites. LWK are building a directory of services for the whole of Kent to be geared up to type in, eg anxiety, for the relevant information to appear. Subsequently Scott advised that if any provider or organisation wishes to have details added then they can email him with the details at: Scott.Joiner@shaw-trust.org.uk

Carol advised that Louise Piper from the EK Mental Health Team will be managing the GP Referral Support Tool (RST) for Ashford, Canterbury & Coastal and South Kent Coast CCGs, therefore providers are advised to contact Louise (louise.piper2@nhs.net) to check their services are on the RST.

2. Sue S to send Colin information about discharge pack and LWK website. Completed

- a) **Response to question taken to County MHAG:** (See County minutes for further discussions <https://westkentmind.org.uk/mental-health-action-groups/mhag-county>)

How are services such as Live Well Kent and other groups in the community being communicated to local people? Is there a central place that people can find out what is on offer, such as the old Live It Well website?

See action point 1 above.

5. Service User and Carer Questions/Feedback

- a) **Raised at today's meeting:**

Concern was expressed over the recent Care Quality Commission (CQC) report following a focused inspection in January of some of Kent & Medway NHS and Social Care Partnership Trust (KMPT)'s Community Mental Health Teams (CMHTs).

(Subsequent to the MHAG meeting, Helen Greatorex, Chief Executive of Kent & Medway NHS and Social Care Partnership Trust sent a letter addressing concerns which was circulated to the MHAG members)

ACTION 1: Healthwatch to share CQC report

- b) **Going forward to County:** None

6. Information Sharing:

1. **County MHAG Update:** Please see the County MHAG minutes which were circulated before the meeting for full details. The minutes and local questions are all available at <https://westkentmind.org.uk/mental-health-action-groups/mhag-county>

2. **Commissioners' Reports:** These have been circulated and are also available on the West Kent Mind website: <https://westkentmind.org.uk/mental-health-action-groups/mhag-ashford>

a) Ashford CCG Commissioners' Report, Carol Boorman.

b) Live Well Kent (LWK), Scott Joiner.

3. **Provider Service Update/New Members:**

Speakup CIC, Amanda: We will be delivering the art therapy groups in Ashford for LWK

Ashford Volunteer Centre, Lee: We run a brokerage for young people funded by Ashford Borough Council, bringing them into the volunteer centre to work with us to offer a different perspective. It is a 1 year programme working with schools. We also run Skills for Volunteers courses which focus on what people are good at and like to do and what they can do, not what they can't do. We are also looking for funding to run wellbeing courses for isolated people, aimed at putting the building blocks in place to improve their sense of wellbeing and self-esteem. Each course will comprise of 3 sessions, 2 hours minimum each session run over consecutive weeks for 8 to 10 people.

Primary Care Social Work Service, Sam: We are part of Kent County Council (KCC), working at primary care level to assess people's social care needs in relation to mental distress and in conjunction with Care Act. There are 6 social workers across the county with a duty worker from 9am to 5pm weekdays. We offer access, advice and pathways to a number of services in the community. Social care services are changing to work across primary and secondary care. Self referral or via a GP.

7. Task & Finish Group

To organise a Mental Health event and collate and share information about local services.
 TASK & FINISH group: Amanda, Colin, Carol, Byron, Xenia

Carol has been trying to find out everything in Ashford available to support people's mental health, ie information, contact details, how to refer.
 The aim is to have a printed Mental Health Directory to drop off at libraries, pharmacies, GPs etc. It is important for people who are not online to be able to access details of services.
 The group agreed that Children's & Young People's Mental Health Service (CYPMHS) information should also be included.
 Sue Alder suggested that Healthwatch may be able to help with printing costs and will follow up with Carol separately.

8. Date of next meeting

5th July, 2018 from 11.30am to 1pm, with a pre-meeting at 11am, at One You Shop, Unit 7, Park Mall, Ashford TN24 8RY

Meeting finished at 12.54 pm

ACTION TABLE

Action No.	Action Point	Responsibility	Status
1	Healthwatch to share CQC report	Sue Alder	

Administration :

Phone: 01732 744950

Email: mhag@westkentmind.org.uk



Minutes posted on: <https://westkentmind.org.uk/mental-health-action-groups/mhag-ashford>